SHARP

TM-20 Quick Start Guide

PocketMail™

Read me first!

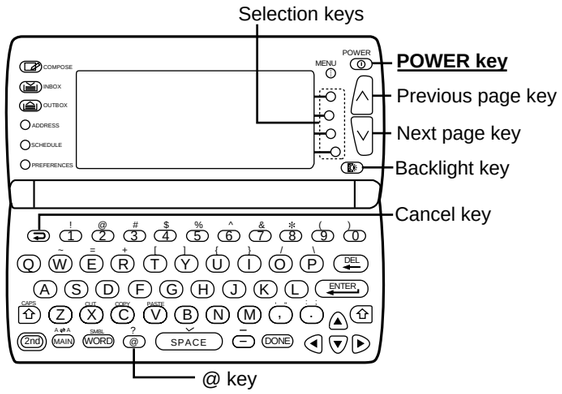
98JT(TINSE1321PCZZ)
OLY85EW000210
85-EW00-021066
PRINTED IN CHINA

Included in this Package

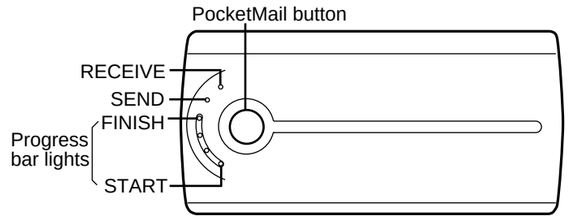
- Sharp TM-20
- Two AA Alkaline Batteries
- TM-20 Quick Start Guide (This sheet)
- TM-20 Operation Manual
- One 3.5” Floppy Disk
- One Interface Cable
- PC Interface User’s Guide

Please contact your dealer if any of the above items are not included in the package or if they are broken.

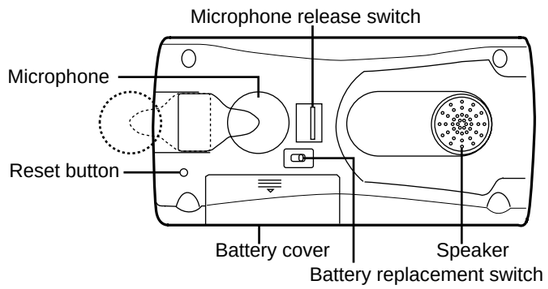
Part Names



Top (when closed)



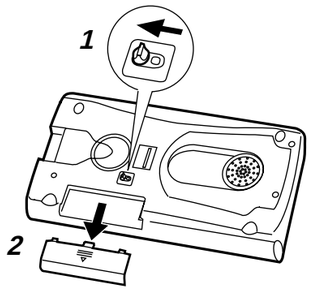
Bottom



Before Using

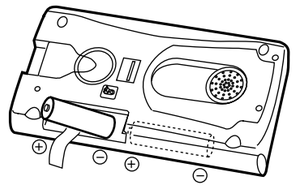
1. Installing the Batteries

1. Set the battery replacement switch on the back to “REPLACE BATTERIES” (the red dot becomes visible).

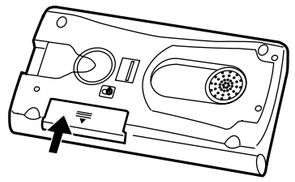


2. Slide the battery cover off.

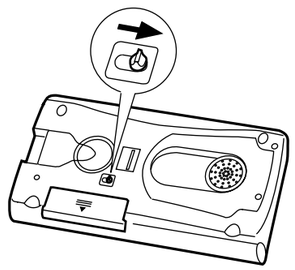
3. Insert two batteries on top of the ribbon tab.
Make sure the batteries are correctly aligned for polarity, as shown below.



4. Replace the battery cover.



5. Set the battery replacement switch to “NORMAL OPERATION”.



Note:

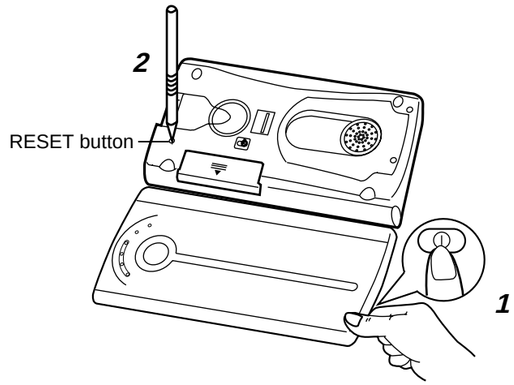
The product will not function unless the battery replacement switch is in the “NORMAL OPERATION” position.

2. Initializing

The product must be initialized when it is used for the first time.

1. Press and hold the Power key (ⓘ).

2. While holding the Power key, push the **RESET** button on the bottom of the unit using a pen or other pointed object. **Do not use a sharp tipped object.**



The following message will appear.

```
Do you really want to
initialize the unit's memory
(this will delete all data)?
                      Yes/No
```

3. Press Ⓨ to initialize the unit.

Follow the setup procedure below.

Setting Up

The product takes you through the steps needed to setup the product before use.
We strongly recommend that you complete the entire SETUP procedure before starting to actually use your product.
After initializing, the Welcome message appears. Press ENTER to continue.

```
Welcome to SHARP TM-20
with PocketMail®
Setup will step you through getting
started with your unit.
Please press [ENTER] to continue or
[↩] to quit.
```

The Basic Instructions screen appears.
Read the instructions carefully and press ENTER to proceed to the setup procedure described below.

1. Setting the Display contrast

The Display contrast screen appears.

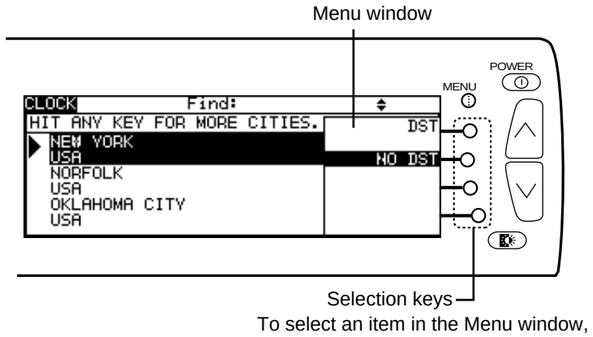
```
DISPLAY
▲ - DARK
▼ - LIGHT
Press [DONE] to set.
```

1. If the display is not clear, press ▲ and ▼ in the lower right corner until the display is satisfactory.
2. Press DONE when ready.

   Then press ENTER to go to the next setup item.

2. Setting the Clock

After setting the Display contrast, the following list of cities appears.



To select an item in the Menu window, press the Selection key on the right of the item.

1. If the city in your time zone does not appear, press ▲ or ▼ on the right of the display to display more cities.
   - You can jump to a particular country by pressing the first letter of that country's name.
2. Select the desired city by moving the cursor using ▲ or ▼ in the lower right corner.
3. If the city is currently on Daylight Saving Time, press the [DST] Selection key on the right of Menu window.
4. Press DONE when ready.
   Then press ENTER to setup the time and date.
   The Set Time/Date screen appears.

```
CLOCK                    Enter Date
City    :NEW YORK
Country:USA
Date(M/D/Y): 1/ 1/1999 (FRI)
Time       :12:00AM                  CALENDAR
```

5. Input the date in the DATE field. Or press the [CALENDAR] Selection key on the right of Menu window to view the calendar. Use ▲ and ▼ to select the current month, then use ▲, ▼, ◀ and ▶ to select today's date.
6. Press ENTER once the date has been selected. The calendar window disappears and the date now appears in the DATE field.
7. Press ▼ to move to the TIME field. Enter the time, preceding single-digit hours and minutes with "0". Press P to select PM or A for AM.
8. Press DONE when ready.

Then, press ENTER to Sign Up for PocketMail Service!

Welcome to PocketMail™ Service

This unit gives you the ability to send and receive electronic mail messages, called PocketMail messages. Completely portable, this unit lets you communicate with colleagues, friends, and family members wherever you are. First, you need to sign up with the PocketMail Service. You may also sign up via the Web, at **www.pocketmail.com**.

1. Sign Up for PocketMail™ Service

Note:

Before calling the PocketMail Service to setup an account, please have a pen and paper and the following information:

Four digit customer account security code: ___ ___ ___ ___

Preferred: _____ @pocketmail.com

Web site password: _____

1. When you finish setting the clock as described previously, the Sign Up screen appears.

```
SIGN UP FOR POCKETMAIL SERVICE
To start using E-mail          SIGN UP NOW
application, you must sign
up with the PocketMail         DO IT LATER
Service.
```

Selection keys

2. Press the [SIGN UP NOW] Selection key on the right of Menu window. The Sign up information screen appears.

```
SIGN UP FOR POCKETMAIL SERVICE
Please call 800-390-5034. A service
representative will assist you.

PocketMail ID#:09628318
E-mail Pref.  :
  @pocketmail.com
Code          :
```

3. Dial 1-(800) 390-5034 to sign up with the PocketMail Service. (Monday – Friday 8am–5pm PST).
4. The PocketMail Customer Service representative will guide you through initial unit configuration and account setup.
   - To move the cursor to the Code field, press ▼ in the lower right corner.

Note:

Please write down the activation code and keep it somewhere where you won't lose it. You need it in case you have to reset your unit.

5. After entering the required information, press DONE to sign up.
6. Press ENTER after confirming a completion message that appears on the display. (Then the compose message screen appears.)

Note:

If you selected [DO IT LATER] in step 2, the main screen appears as follows:

```
JAN 1,1999 (FRI)                12:00AM
 MEMO      DELETION    PC LINK      ID
                                  PASSWORD
 SEARCH    MEMORY      SETTINGS   DEVICE
                                  TOOLS
```

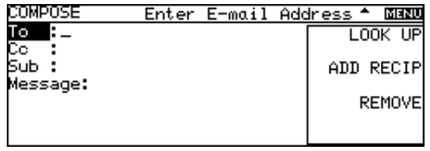
Because the sign up is not finished, you cannot exchange PocketMail messages yet.

When you press COMPOSE, INBOX or OUTBOX on the left of the display, the screen for step 2 reappears and you must complete the sign up procedure.

The sign up procedure is complete.
You can now exchange PocketMail messages with the PocketMail Customer Service Center by following the procedure overleaf.

2. Composing Your First Message

1. After you sign up for service, the compose message screen appears.



2. Enter the E-mail addresses in the **To** field.
Type: ***hello@pocketmail.com***

3. Then press ▼ to move the cursor to the **Cc** field.
For now let's leave it blank.

4. Press ▼ to move the cursor to **Sub** (Subject) field.
Type: ***New User***

- Capital letters are made by pressing SHIFT key (⇧ or ⇧) once, letting go, then pressing the letter.

5. Press ▼ to move the cursor to **Message** field.
For now let's leave it blank or experiment by typing a brief message.

6. **Press DONE to save your message.**

The OUTBOX appears, where your outgoing mail is stored until you dial into the PocketMail Network to send it.

3. Sending & Receiving Messages

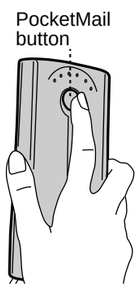
Preparation

Before using your TM-20 for the first time, familiarize yourself with the sounds that your TM-20 makes.

Note:
After every transmission, you will hear either dual tone for a successful transmission or a low pitched tone if the transmission failed.

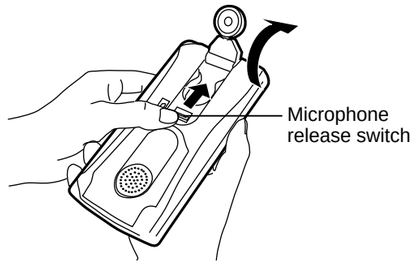
Close the unit. It doesn't matter whether the power is ON or OFF.

To familiarize yourself, try pressing and holding the PocketMail button until START light is ON and listen to the sound pattern.
The unit will emit a low pitched tone to indicate an error. Repeat this procedure until you can recognize the distinctive error sound at the end of the communication procedure.

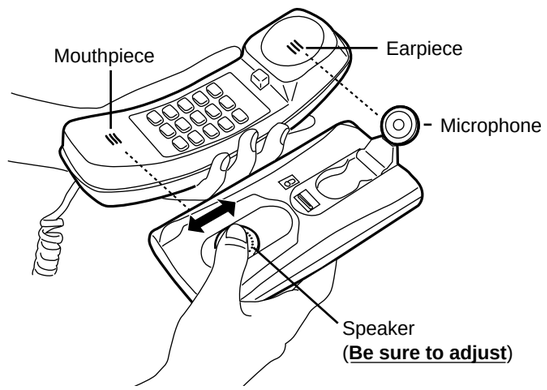


When the transmission is successful, the unit will emit dual tone.

1. Push the Microphone release switch in the direction of the arrow until the Microphone pops up.



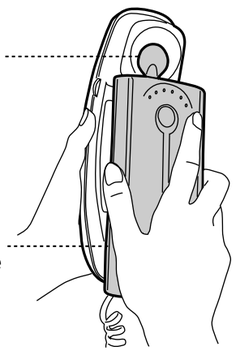
2. **Adjust the Microphone and Speaker position to align with the handset's earpiece and mouthpiece.**

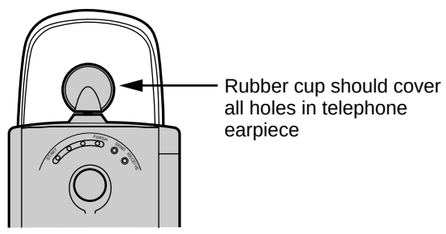


3. Align the unit to a telephone* so that:

① the rubber cup of the unit microphone fits **snugly** over the telephone earpiece.

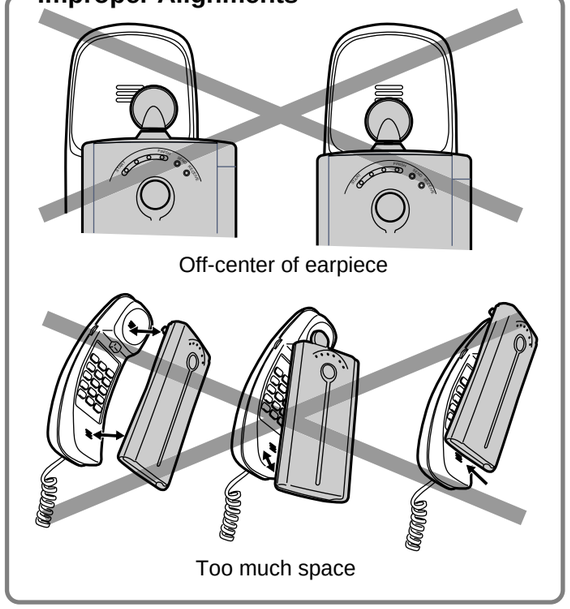
② the unit speaker is as **close** to the telephone mouthpiece as possible.





* Does not work with Digital Cellular and PCS Telephones. Refer to corresponding page in the Operation Manual.

Improper Alignments



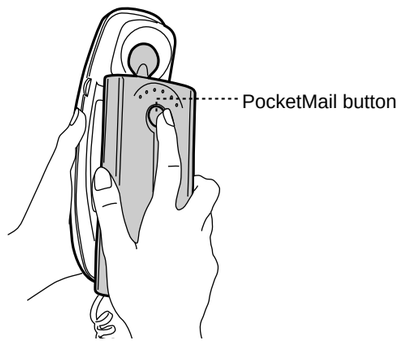
Detail

1. Dial **1-800-762-5386 (1-800-POCKETM)**.

2. Listen to the voice prompt.

Immediately place unit into position over the telephone receiver.

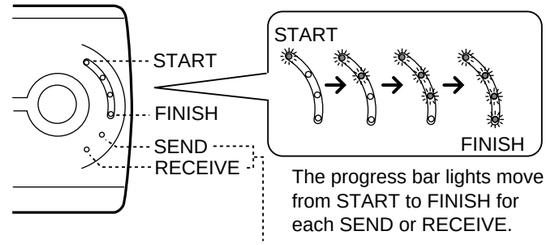
3. **Press and hold** the PocketMail button until the START light is on and then release the PocketMail button.



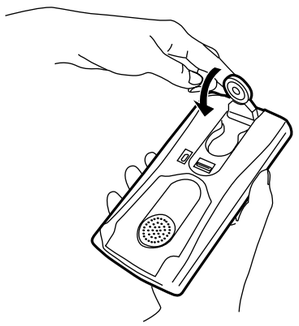
4. Unit talks to the PockeMail Network. **Do not remove the unit until you hear dual tone or a low pitched tone**.

Immediately after one of these tones, listen to the recorded telephone message. It will tell you if your transmission was successful or not.

Note:
- **If you have received messages, repeating beeps will sound for 10 seconds. You can remove the unit from the phone at the "Received Messages" beeps. (Pressing the POWER key at anytime can stop the beeps.)**
- **The lights indicate how much progress has been made.**


START
FINISH
SEND
RECEIVE
START
FINISH
The progress bar lights move from START to FINISH for each SEND or RECEIVE.
Two of the lights indicate whether the device is sending or receiving messages.

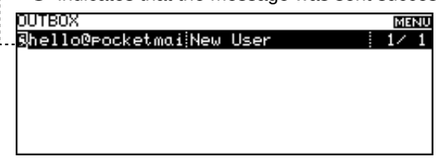
5. Hang up the telephone and close the microphone.



6. Open your unit and press the POWER key (ⓘ) to power up.

7. Press OUTBOX.

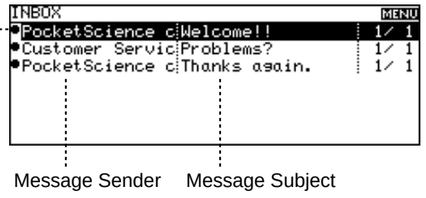
"S" indicates that the message was sent successfully.



Note:
- **If there is no "S", check the microphone and speaker position according to Preparation Section and repeat steps 1-7 of this Detail section.**
- **Your unit sends and receives PocketMail messages each time you connect to the PocketMail Network.**

4. Reading Received Messages

1. Press (INBOX).
You should have three new messages welcoming you to PocketMail, as shown below.


INBOX
MENU
PocketScience c Welcome!! 1/ 1
Customer Servic Problems? 1/ 1
PocketScience c Thanks again. 1/ 1
Message Sender
Message Subject
New Message Indicator:
'•' indicates a new unread message. Once read, the dot disappears.

2. Select a PocketMail message using ▲ or ▼ and press (ENTER) to open the selected message.

- ▲, ▼: Use to scroll message.
  ↩, (ENTER): Use to close message.

Congratulations! You have just discovered how easy it is to send and receive PocketMail messages.
For more complete instructions on using your new unit, refer to the operation manual. Some features you may wish to use right away are:

Message Title Preview–
is ideal for those who receive many messages a day.

Mailbox Consolidation–
sends copies of incoming messages from your other electronic mail accounts to your TM-20.

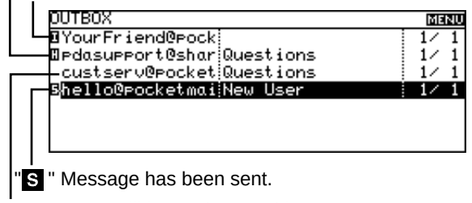
Status Symbol Guide

"R" Message has been replied to.
"F" Message has been forwarded.
" " Message has been read.

INBOX
MENU
PocketScience Welcome! 1/ 1
YourFriend@Pock Good Luck 1/ 1
YourFriend2@Poc let me know 1/ 1
Sharp Electroni Long Message 1/ 1
Sharp Electroni Long Message2 1/ 1
pdasupport@shar Thanks 1/ 1

"•" Unread Message.
"⊙" Message title has been marked for complete download.
"■" This is only a Message title (no body).

"H" Message is on hold.
"I" Incomplete message.



"S" Message has been sent.
" " Message will be sent on next logon.

Three Common Uses for the TM-20

1. Primary E-mail account

If you don't have a PC, or if you have a PC but aren't connected to the Internet you can use the TM-20 as your primary E-mail account. Or perhaps you have E-mail at work but can't use it for personal E-mail. Now you have your own personal E-mail account where you can send/receive messages with complete peace of mind and privacy.

2. Second "Mobile" E-mail account

If you already have business E-mail, PocketMail account is a great second E-mail account for when you are mobile. Just like you give people your cell phone number when you are out of the office, give important people your new PocketMail E-mail address when you're out of the office.
With PocketMail Service, it's easy; simply use the TM-20's Group function to create groups of up to 10 of your most frequent contacts and send a message to them every time you travel. They can then simply REPLY to your message every time they want to reach you.

3. Second "Mobile" Personal E-mail account

Already have a private E-mail or Hot Mail account? If your ISP (Internet Service Provider) offers POP3 access you can get copies of your mail sent to your PocketMail account and then access these messages via the TM-20. It's as easy as logging on to the PocketMail web site (www.pocketmail.com) and choosing the "Mailbox Consolidation" option. Don't worry, your original E-mail account will still have all your unread messages intact. Optionally you can even set the TM-20's return address to your original E-mail account. Then when they reply to you, you'll get the reply in your original E-mail account (which will of course be forwarded to you PocketMail account as well).

Customer Support for PocketMail™ Service

E-mail: **custserv@pocketmail.com**
Phone: **800-390-5036**
(Monday – Friday 8am–5pm PST)
Web Site: **www.pocketmail.com**
Tasks you can perform from here are:

- **Mailbox Consolidation**
  The PocketMail Network can grab copies of your electronic mail from your existing accounts and send them transparently to your PocketMail device. With this feature, you can access your existing electronic mail accounts from anywhere.
- **Clear Old Messages**
- **Clear All Messages**

Note: The clear Old Messages and Clear All Messages features are also accessible through PocketTools in your TM-20.

Customer Support Reference

www.sharp-usa.com	**Sharp Web Site** Information about the TM-20 FAQs, and other resources
www.pocketmail.com	**PocketMail™ web site** Information about the PocketMail service and setting up your account
1-800-390-5034	**PocketMail™ Sign up hotline** For sign up for your PocketMail account (8am to 5pm PST M-F)
1-800-390-5036	**PocketMail™ Customer Service** For questions about billing, problems with your PocketMail account, etc. (8am to 5pm PST M-F)
1-800-POCKETM (800-762-5386)	**PocketMail™ Access number**
1-630-378-3590	**Sharp Customer Assistance Center** For questions about the TM-20 (7am to 7pm CST M-F)

Note: PocketMail™ Service described in this guide is the responsibility of PocketScience Inc. The description and features of the service in this guide are delivered from PocketScience Inc. SHARP is not responsible for the performance or support of PocketMail Service.